

The Department for Work
and Pensions' Work Programme

The Ingeus and Deloitte joint venture



The Ingeus and Deloitte joint venture brings together the capabilities of two organisations with an exceptional focus on quality.

We believe that through our joint venture we will provide an outstanding offer to the Department for Work and Pensions and excellence in customer-focused services.



Ingeus UK and Deloitte's exclusive joint venture to bid for the Department for Work and Pensions' (DWP's) Employment Related Support Services contracts marks a new era in delivering market-leading welfare-to-work provision across the UK.

Ingeus' successful delivery of Flexible New Deal

Ingeus is the prime provider of two large FND programmes in southern Scotland and the East Midlands, which have provided support to over 23,000 people since October 2009.

These programme are supported by a wide range of partners such as Papworth Trust, who deliver an end-to-end service in Northamptonshire, and CEIS Ayrshire, who deliver specialist training.

Both of Ingeus' FND programmes achieve top five positions in sustained job outcome performance tables.

The new welfare-to-work landscape

The DWP's new Work Programme will redefine the landscape of welfare-to-work.

It will provide a single, integrated package of support to help thousands of unemployed people move into lasting work.

Work Programme providers will require broad and proven skills to:

- Implement large-scale, demanding contracts;
- Deliver services to a wide range of people, including the hardest-to-help;
- Help people find and sustain in work for the long term.

Providers will need to build strong partner networks to meet the needs of mixed groups of people across large areas.

What can the Ingeus and Deloitte joint venture deliver?

The Ingeus and Deloitte joint venture combines Ingeus' long-standing experience of delivering high-quality, customer-focused services in the welfare-to-work market with Deloitte's extensive expertise in programme delivery, financial management, and supply chain management.

The joint venture will draw on the extensive capacity, expertise and innovation of two market-leading organisations to deliver a new approach. In partnership with our highly skilled network of delivery partners – The Ingeus *Partner Network* – we have the breadth of capability to deliver a world-class programme:

Exceptional customer-focused services

- Our people are committed to delivering services that make a significant, enduring contribution to the communities in which we work by supporting people to flourish through lasting employment.
- The joint venture will deliver personalised services to all participants on contracted programmes to help each individual progress and achieve lasting employment.
- Our service commitment is underpinned by Ingeus and Deloitte's shared values, which encompass professionalism, integrity, quality, innovation and people development.

Extensive experience of programme design and implementation

- Ingeus, one of the UK's leading welfare-to-work providers, has successfully implemented and delivered large, new programmes such as Flexible New Deal, and supported over 60,000 people into lasting work.
- Deloitte, one of the largest professional services firms in the UK, has implemented significant public and private sector projects, including playing a central role in delivering the London 2012 Olympic and Paralympic Games, and an impressive commitment to the skills agenda through Deloitte Employability.

Working with our supply chain

- Ingeus and Deloitte will use their considerable experience of high-quality supply chain management to create effective performance management frameworks for the delivery of large-scale contracts.
- The Ingeus *Partner Network* includes over 300 partners – over 50% from the third sector – from across the UK.
- Ingeus and Deloitte recognise the value that community-based and specialist providers bring in addressing local needs, and are committed to developing specialist and local providers through dedicated contract management.
- The combination of this established network with Ingeus and Deloitte's considerable supply chain management capabilities creates a market-leading partnership proposition.

UK-wide stakeholder networks

- Between Ingeus and Deloitte, we have infrastructure coverage in all UK regions. We have developed solid relationships with organisations with the expertise to support people into lasting work, including employers, local authorities and skills providers.
- Ingeus' employer relations practice offers employers a tailored, free recruitment service. The joint venture can build on Deloitte's extensive business relationships across the UK to develop this service further.

Investment capacity

- Prime providers will need the capacity to invest in programmes of the scale and size of the Work Programme.
- The Ingeus and Deloitte joint venture has the financial security and capacity to deliver large-scale programmes.

Innovation and performance

- Innovation will be essential to enabling the new Work Programme to deliver exceptional results.
- Drawing on an international portfolio of employability programmes, Ingeus and Deloitte will deploy best practices and innovation to deliver highly effective outcomes.
- Ingeus and Deloitte will work closely with The Ingeus *Partner Network* to identify and develop innovative practices across the supply chain, both at national and regional levels.

Deloitte Employability - investing in young people's futures

In a pioneering approach, since 2001 Deloitte has invested in creating an innovative employability skills training course for college students, which aims to improve the employability of up to 40,000 young people across the UK.

Employers of all sizes and across all sectors require potential employees with the right personal skills, attitudes and behaviours, as well as the right technical skills, to succeed in the workplace.

Deloitte Employability addresses this skills gap by supporting Further Education colleges in the delivery of employability skills to their students alongside vocational training.

More about Ingeus

- Ingeus has over 21 years' experience as a provider of innovative welfare-to-work services to governments in the UK, France, Germany, Sweden, Switzerland, South Korea and Australia.
- Since starting in the UK in 2002, Ingeus is now a leading provider, with over 30 contracts.
- Ingeus is currently the largest welfare-to-work provider in London, Scotland and the East Midlands, and has a workforce of 800 staff working in 40 offices across the UK.
- Ingeus programmes support all groups and have helped over 60,000 unemployed people find lasting work.

More about Deloitte

- Deloitte is one of the largest professional services firms in the UK and has an unrivalled breadth of expertise across its four service lines of audit, tax, consulting and corporate finance.
- Deloitte has a long history of providing services to organisations across the public and third sectors, including DWP, as well as to many private sector clients.
- Deloitte employs 12,000 people in the UK and has offices in most major cities.



For more information about working with Ingeus and Deloitte, and The Ingeus *Partner Network*, go to www.ingeus.co.uk/partners

Both Ingeus and Deloitte are employers of choice and are respectively listed in the Sunday Times Best Companies and Best Big Companies to Work For 2010.

